

May 2021



Fireline FireFlyer

## FEATURING: The Joes

THIS EDITIONS TOPIC:  
Leads Leaders

**ALSO IN THIS ISSUE:**

- MEET GEORGE
- OFFICE RENOVATION
- FIRELINE FAMILY FEEDBACK AND MORE!



Fire Flyer Vol. LXXIV No. 2

# ROLLING ALONG

BY ANNA GAVIN



If you told me a year ago that we would be busier than ever I would have laughed in your face. Last spring was a time like no other. The fear, the worry, the sleepless nights. You could not plan out two days let alone two months. Things were changing quickly and we did our best to adjust.

Even though we aren't yet back to "normal" things are quite different these days. After a slightly quiet winter season we once again have all the momentum we saw pre-pandemic. It feels good to know that even with everything that happened, Fireline continues to grow.

And grow we have! Already this year we have hired 14 new employees in various roles, from field technicians, to designers and coordinators. It has been great to welcome new members into the company.

We are still looking for more with 5 open job advertisements currently active. Most of these open positions are in the Northern VA area. Both DC and Northern VA are fast growing areas and we are definitely in needs of technicians there. Please help us spread the word to get new employees for our Leesburg branch. You can learn more about the open positions by clicking this link: [Fireline Careers](#)

I am extremely proud of all we have managed to do in the past year and I am extremely excited to see us continuing to grow despite the crazy world out there. Keep up the good work team!





# Live Well, Work Well

Health and wellness tips for your work, home and life—brought to you by the insurance professionals at The Jordan Insurance Group LLC



## EMERGENCY ROOM OR URGENT CARE?

More than 10% of all emergency room visits could have been better addressed in either an urgent care facility or a doctor's office. If you're suddenly faced with symptoms of an illness or injury, how can you determine which facility is most appropriate for your condition?

### The Emergency Room (ER)

Emergency rooms are equipped to handle life-threatening injuries and illnesses and other serious medical conditions. An emergency is a condition that may cause loss of life or permanent or severe disability if not treated immediately. You should go directly to the nearest emergency room if you experience any of the following:

- Chest pain
- Shortness of breath
- Severe abdominal pain following an injury
- Uncontrollable bleeding
- Confusion or loss of consciousness, especially after a head injury
- Poisoning or suspected poisoning
- Serious burns, cuts or infections
- Inability to swallow
- Seizures

- Paralysis
- Broken bones

Patients at the emergency room are sorted, or triaged, according to the seriousness of their condition. For example, a patient with severe injuries from a car accident would likely be seen before a child with an ear infection, even if the child was brought in first.

Those who go to the ER with relatively minor injuries or illnesses often have to wait more than an hour to be seen, depending on the severity of the other patients' conditions. Often they could have been seen more quickly at an urgent care facility.

### Urgent Care

Urgent care centers are usually located in clinics or hospitals, and, like emergency rooms, offer after-hours care. Unlike emergency rooms, they are not equipped to handle life-threatening situations. Rather, they handle conditions that require immediate attention—those where delaying treatment could cause serious problems or discomfort.

Some examples of conditions that require urgent care are these:

- Ear infections





# THIS EDITION'S TOPIC:

## Leads Leaders

Fireline is always looking to grow our business. And what better way to grow with our own great customers!

Many customers use Fireline for only some of our services. Often, there is more we can do for them. For example, the customer may use us for extinguishers but not fire alarm or sprinkler.

Other times we come across systems that are old or in rough shape. This is an opportunity for our installation teams to upgrade the customer's system.

Fireline counts on our field teams to spot these opportunities and submit them as leads to sales. We asked some of our "lead leaders" to share with us how they help to identify leads.

**Submitting Leads**

Prepare an email to [leads@fireline.com](mailto:leads@fireline.com)

The better the information submitted, the better chance of being awarded the contract.

Include the following content:

- Company Name
- Address
- Contact Person Name & Number/Email
- Type of System or Service
- Details about the Lead

**Bonus Amounts\***

Monitoring	Service Contracts	System Upgrades
<b>\$50</b> for each account	<b>\$100-\$600</b>	<b>\$25-\$200</b>

\*Amount depends on size of contract awarded

### HOW DO YOU IDENTIFY A LEAD?



**Frank**

**Bernadzikowski:**

Typically, simply from noticing a competitors tag on an alarm panel or kitchen system.



**Nick Copsey:**

Typically, when I'm onsite for just a regular service call, or inspection I'll inquire to other things or mention things that we are able to handle in-house.



**Blake Bankston:**

Mostly looking at the system if anyone has any tags on it. Checking the monitoring and who does that. Also the asking engineer who works on the systems usually.



**Dennis Tetso:**

When I'm on site I observe area's throughout the building to see what companies if any have tags or stickers on the customers current system's on site.



**Johnny Osborne:**

I identify a lead when I see a service fireline provides that the customer does not have. For example, monitoring, system service contract, fire pump inspection, backflow inspection.

## WHAT ARE THE MOST COMMON TYPES OF LEADS YOU SEE THAT ARE SUCCESSFUL?



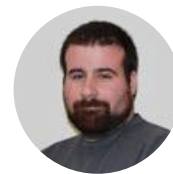
### Nick Copsey:

Most of the time the easier leads to get are monitoring, or the least invasive process to the customer. Also, a lot of the leads I manage to get through are from customers that I have a good relationship with and one built from trust. Whether it be from previous experiences or just service that time around with follow up conversations checking on the work performed.



### Dennis Tetso:

I see a lot more monitoring leads been successful, have seen in the past fire alarm as well.



### Blake Bankston:

Most common is monitoring and least is panel upgrade/system upgrade lead. Upgrade install lead usually have to go through too many people and fall through the cracks and then some one else will be working on it then who was originally working.



### Johnny Osborne:

Monitoring leads seem to be the most successful for me.

## WHAT TYPE OF QUESTIONS DO YOU ASK TO CUSTOMER?



### Frank Bernadzikowski:

Something along the lines of..... "I noticed you have \_\_\_\_\_ servicing your alarm, were you aware that is a service Fireline could provide? Would it be okay with you for me to have someone touch base to discuss that with you?"



### Nick Copsey:

Each time I'm onsite for an inspection, I always ask the customer how their fire alarm/sprinkler system has been since the last service. Any kind of issues that may have arisen since then. That typically opens the door for further conversation to bring up additional services.



### Blake Bankston:

Who has final say if engineer on site or we have to go through mngt company. Any previous issues they have had with any companies or us.



### Dennis Tetso:

I normally will mention to the customer did you by chance know Fireline offers same services that you currently have plus a lot more, normally I get a lot from customers saying really I didn't know that I thought Fireline just provided service for extinguishers and fire alarm only.



### Johnny Osborne:

I try to take a non sales approach and explain to them some of the services we offer and ask them if it something they think they would be interested in getting a price.

## WHAT ADVICE WOULD YOU GIVE OTHERS TO HELP GENERATE MORE LEADS FOR FIRELINE?



**Frank Bernadzikowski:**

The best business/customer growth comes from word of mouth and it is so easy. Throw your hat in the ring.



**Johnny Osborne:**

My advice would be to ask questions and check to see if all the customer's fire protection system is up to date.



**Blake Bankston:**

Talk to the engineer as they really have the ability to swing the signing of a contract to anyone. Don't give off the salesman vibe too much don't go too overboard.



**Nick Copsey:**

Be concise and confident, know the equipment that you are servicing, know how to field the questions from the customer, and always do your best to find a solution to any problem.



**Dennis Tetso:**

My advice to other technicians while on site is to observe your surroundings see what's out there if you don't see any Fireline tags or stickers it's a win for both you as a technician and the company, just mention to the customer when you get a chance while on site or POC and say Fireline by chance offers same service if not more and we would be more than happy to provide more info as well a price for you.

Also, you have to look at it this way the more customers and work we gain the bigger and farther we grow as Fireline team, we stay busy and be the best of the best known life safety company out there!





# *New to the Team*

Join us in welcoming all of our new Fireline employees. Lots of new faces to learn, so take note!

1/4/21



**Wilson Canales**  
Vehicle Systems Technician

1/4/21



**Joshua Schleupner**  
Vehicle Systems Technician

1/4/21



**Ronald Watson**  
Vehicle Systems Technician

1/4/21



**Christopher Borkowski**  
Restaurant and Portables Technician

1/18/21



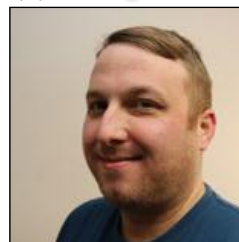
**Devin Adams**  
Sprinkler Service Technician

1/18/21



**Thomas Jarrell**  
Restaurant Systems Coordinator

2/1/21



**Robert McDermott**  
Restaurant Systems Technician

3/8/21



**Ever Sanchez**  
Sprinkler Installation Technician

3/8/21



**Rachael DeWitt**  
Billing Coordinator

3/29/21



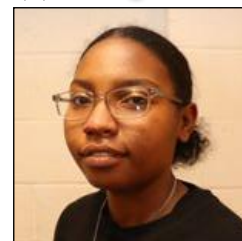
**George Thompson**  
Warehouse Manager

3/29/21



**Johnnie Johnson**  
Sprinkler System Designer

4/5/21



**Emarri Moore**  
Restaurant Systems Technician

4/19/21



**Cierra Nicholson**  
System Service Coordinator

4/19/21



**Jesse Jimenez**  
Sprinkler Installation Technician



# *Congratulations!*



Danny Nieves' Granddaughter

**Isla Nieves**

**04-04-21**

**Easter Sunday**

**6:30PM**

**7lbs., 15oz**



Danny Nieves Grandson

**Denver Nieves**

**04-13-21**

**The day after my 17th  
anniversary with Fireline.**

**1:25PM**

**8.6lbs.**



# THE JOES

BY ANTHONY CAMPOS

January 25, 2019, began like any other day at Fireline. It was a typical Friday at the end of a busy week, everyone wrapping up the week's business in anticipation of the start of the weekend. By 11:30 AM, this day would be anything but typical. This easily preventable strategy would forever change lives.

In early 2019, Joe Dantoni and Joe Dieumegarde had been working to assist the Suppression Install department with some large projects that were going on at the time. On this day at 11:30 AM, they found themselves eastbound on Interstate 70, near the Downsview Pike exit outside Hagerstown. Joe Dem was driving, and Joe Dan was the passenger in the full-size Chevy sprinkler van. They and the teenager in the Honda Accord behind them had stopped for traffic caused by a construction crew.

We know from the subsequent court trial that a driver transporting a DC Metro Bus was texting and using his elbows to drive, slamming into the Honda Accord driven by the teenager and launching it into the Fireline van occupied by Joe Dem and Joe Dan. The van careened forward, flipping onto the driver's side, trapping Joe Dem. Joe Dan was able to climb from the vehicle, but it would be nearly an hour for firefighters to extract Joe Dem, cutting him from the van.

The accident is horrific to watch - a speeding bus slamming into parked vehicles, causing so many injuries and devastation. In one way, the accident is surprising, surprising

that no one died. The Honda Accord behind them was unrecognizable as an automobile, and the teenager that was driving it was extracted by firefighters and flown to Shock Trauma. The pipe from the box on top of the Fireline van went flying through the windshield of the bus, literally missing the bus driver's head by a foot or less. In addition to the teenager, ambulances transported six people to local hospitals.

The best way to relate the events of that day is from the perspective of those involved.

## Anthony and Ken

Joe Dantoni called Ken from the scene of the accident. Ken was noticeably stunned by Joe Dantoni's report of what happened. Ken handed me the phone. I remember listening to Dantoni explain the accident and having trouble understanding what he was describing. It is strange to speak with someone standing by the roadside who was just hit by a bus. He was obviously in shock from just living through this traumatic accident. Within a minute of Dantoni calling Ken's phone, we were in my truck speeding west to get to the scene.

The map says it is a little over an hour from Halethorpe to Meritus Medical Center. Kenny, the passenger, would probably say we made it in about half that time. I was just glad to get there as quickly and safely as possible.

The drive was awful. Not quite knowing what we were going to find arriving in Hagerstown. Joe Dantoni gave us as much information as possible until paramedics forced him into the ambulance for medical care. Since we had spoken to Joe Dantoni, we at least had an idea of his condition, but the condition of Joe Dem was a completely open question. We were bracing for the worst throughout the drive.



### Matt Williams and Bill Donohue

Matt Williams had the difficult task of calling Joe's wife, Tami. He gave her the minimal information that he had in the gentlest way that he could, but that was an awful call to make.

With Bill Donohue driving, they immediately headed towards Tami's workplace. Tami's coworkers

### Robbie Kershner and Bill Gibb

Though, it did not make it any easier for Robbie to get to the crash site. Traffic on 70 eastbound was closed for four hours, and 70 westbound was at a standstill. Unlike the rest of us, Robbie knew of a fatal accident in almost that exact location just a couple of weeks earlier. Thankfully, Robbie did not tell any of us that until later. Knowing

### Anna

Upon being notified of the accident, Anna immediately headed out to the crash site area. Receiving minimal information, just like the rest of us, Anna was bracing for the worst.

In her words...

"I was definitely terrified when I got the word and when I saw the pictures, it was a total gut punch. The most vivid thing in my mind was when they wheeled Joe Dan in to see Joe Dem at the hospital. It was such an emotional a moment. To this day, I will never forget their faces and how they tried to shake and hold each other's hand from their hospital beds. I don't think there was a dry eye in the room.

When Joe Dantoni was released, and all of us were shocked that he was walking out of there that day. It was obvious that he was really shaken. I can't imagine what it must have been like being upside down in that truck with your friend unconscious beside you.

An accident like that changes people deeply. As a business owner, there is nothing worse than getting that call that one of your employees is seriously injured. Everything else ceases to matter in that moment."



supported her and helped to have her ready and out the door when Matt and Bill arrived. Then began their long hour drive, giving Tami updates as they went, but still with very little information about Joe Dem's actual condition. Nobody knew what we were going to find when we arrived. During the drive, Matt Williams received a couple of photographs and videos of the site that Dantoni managed to take before entering the ambulance. None of which provided a positive outlook.

When listening to Matt describe the events from the day, you can hear just how difficult it was to make that drive with Tami. You can also hear the pride in Matt's voice that he and Bill were able to be there for Joe Dem and his family in that difficult moment.

the dangerousness of that stretch of highway compounded with the limited knowledge of this accident left Robbie with a terrible feeling as he responded to the site.

Bill Gibb was another member of the Fireline team who headed out to assist in any way possible. Bill managed to get to a site overlooking the accident location. He took some of the vehicles' aftermath photographs which are still difficult to look at even two years later.

Looking at the scene, Bill, a volunteer firefighter of many years, kept repeating that it was a miracle that no one died. Gibb's photograph of the Honda Accord that launched like a missile at Joe Dem's van conveys the amount of force concentrated at the back of the Fireline van sending it on its side skidding down the highway.

## Aftermath

At the hospital, it was evident that Joe Dantoni was miraculously almost completely physically uninjured. It was a traumatic incident, and while Joe Dan was able to walk away, that does not make it any less traumatic. This tragic event left Joe Dan with many emotional scars. No one could come through an accident such as this without that effect.

As for Joe Dem, in addition to the emotional impact, he probably sustained the worst injuries of anyone involved.

Joe Dem had a long road to recovery. Still, even in the emergency room just hours after the accident, two critical elements were present that would be vital towards Joe Dem's recovery. While it was a little weak and challenging, Joe Dem managed a couple of smiles even in such a terrible state. That good humor and attitude would play a large part in his long road to recovery. The other vital element, Tami Dieumegarde. Even from the emergency room bed, Joe Dem beaming with pride, introduced us all to his high school sweetheart, Tami.

Tami, just relieved Joe was alive and talking, was able to smile as she stood by him in the hospital that day. Tami displayed a strength of character that was essential as she and Joe traveled the difficult road to recovery. She would endure every setback, share in every victory and be there to help Joe heal, emotionally and physically.

Tami was right there next to Joe as it later became painfully clear Joe's long career as a sprinkler fitter effectively ended in the tragic moments on interstate 70.

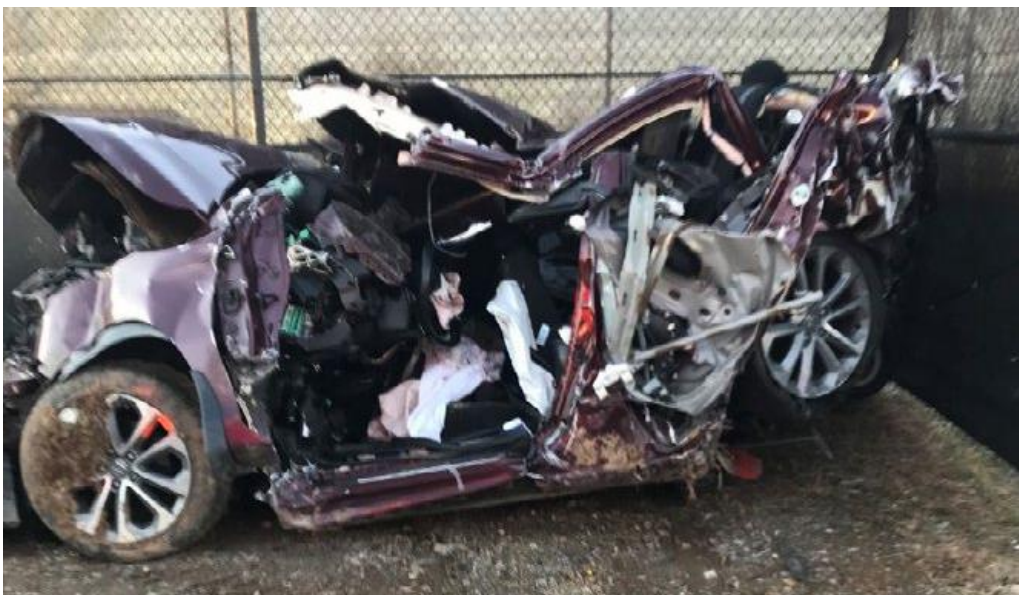
## Today

Two years later, Joe Dantoni is flourishing. He quickly returned to work after the accident and has continued to deepen his knowledge of sprinkler fitting related to all facets of fire protection and has made himself a critically important member of the Systems Service team. Joe Dan is a quiet sort, so he certainly does not talk about the accident much, but he has worked through the difficulty anyone would suffer living through such a tragic event.

Joe Dem had a longer journey ahead. He spent two years in surgeries, physical therapy, and working through the emotional trauma of barely surviving an accident of this nature. Joe had the added difficulty of coming to grips with the loss of his sprinkler fitting career.

As of the end of 2020, Joe Dem joined the administrative team at Fireline, making our requisition and repair proposal process run smoother. This new role was no easy transition for Joe, but he has faced it like every other challenge he has endured since the accident. With a smile, laugh, and good humor Joe Dem has rapidly adapted to the role and become an essential piece of our administrative team.

Through it all, Joe Dan and Joe Dem have remained the closest of friends. Despite very different personalities, they are forever linked, not just through the tragic events of that morning, but by their perseverance and dedication at making the most of every day since.



Video of the accident:

[https://www.heraldmillmedia.com/instant/bus-crash/video\\_38616be7-1434-5fa0-8389-ed915db597ef.html](https://www.heraldmillmedia.com/instant/bus-crash/video_38616be7-1434-5fa0-8389-ed915db597ef.html)





## George Thompson

is taking over as Fireline's new Warehouse Manager as Kelly Coon prepares for his retirement in June (more on that in the next newsletter!).

George comes to us by way of Texas where he has spent the past 20 years working in the warehousing industry at companies such as Pepperidge Farms, King Architectural Metals and most recently at Coca Cola Southwest.

A Maryland/DC native George has moved back home and joined our Fireline family. George specializes in inventory management and takes pride in getting work done quickly and efficiently.

He is excited to work with the warehouse and operations teams to have Fireline move into our next generation of warehouse leadership.

**WELCOME GEORGE!**

# Get Yourself on the NICET Wall!

For more information about NICET and NICET prep, contact Matt Meyers at [mmeyers@fireline.com](mailto:mmeyers@fireline.com)

Getting NICET certified is a big achievement in the fire protection industry.  
**Congratulations to those who achieved their NICET recently.**



**Fred Anders**

Test and Inspect of Water Based Systems  
– Level II



**Rob Stallings**

Test and Inspect of Fire Alarm Systems  
– Level I



**Charlie Harris**

Test and Inspect of Water Based Systems  
– Level I



**Joe Mooney**

Test and Inspect of Water Based Systems  
– Level I



**Jimmy Keedy**


Test and Inspect of Water Based Systems  
– Level I



**Trae Hall**

Test and Inspect of Water Based System  
– Level I





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for your  
paystub again.**

See Elizabeth Zeledon  
x270 for more information.

<https://workforcenow.adp.com>



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Search for  
Fireline Corporation.

 **Fireline**



# Fireline Family Feedback

Spring is here! The weather is getting warmer and our COVID fatigue is getting stronger. We asked the Fireline family about their favorite outdoor activities as we get ready to head outside into the sunshine.



## BEST PLACE FOR HIKING

- Patapsco State Park (top pick!)
- Harpers Ferry, WV
- Downs Park
- Great Falls Overlook Loop Trail
- Bacon Ridge Park
- Billy Goat Trail in Great Falls, MD
- Cunningham Falls in Cactoctin State Park
- Gettysburg, PA
- Green Ridge State Forest
- Deep Creek Lake
- Michaux State Forest, PA



## BEST RUNNING/ WALKING TRAILS

- B&A Trail (top pick!)
- Liberty Reservoir
- Rt. 8 Stevensville
- Union Dam in Ellicott City for walking/hiking
- The BWI Trail
- Downs Park
- Ft. Smallwood Park
- Cascade Falls Loop Trail (Patapsco Valley State Park)
- B&A Trail
- Number Nine Trolley Trail in Ellicott City
- Northern Central Rail Trail
- Fort Howard Park
- Torrey C Brown Rail Trail
- Rocks State Park



## BEST PLAYGROUND

- Annie's Playground (top pick!)
- Tire Playground At The Patapsco State Park Hilton Area
- Lake Waterford
- Annie's Playground
- Concord Point Park
- Fort Smallwood Park
- Kinder Farm Park



### BEST OUTDOOR DINING

- Hard Yacht
- Sunset Cove
- The Island Hideaway
- Harbor place
- Broken Oar, Glen Burnie
- Libations, Park Tavern, Severna Park Tavern
- Sunset Cove
- Severna Park Tavern
- Leelynn's in Ellicott City
- Dave Gate's Tiki Grill :)
- Brewers Landing
- The Deck in Ephrata
- Riverwatch Restaurant and Marina



### BEST STEAMED CRABS


- Mikes Crab House (top pick)
- Always Best (another top pick)
- Mr B's Seafood
- Jimmy's Seafood
- CAPTIAN DICKS
- Cravin Crabs
- Fatboy's Crab Shack
- Sea Market Seafood
- Old Mill Crab House
- Cranky Crab - Grasonville, MD
- Salty Dog's Crab House
- The Deck Seafood and Tiki
- Mr. Bills in Lancaster.
- The Deck Crab
- Old Mill Crab House
- Captains Cafe



### BEST DAY TRIP (WITHIN 1-2 HOURS)

- St. Michaels (top pick!)
- Great Falls, WV
- Gettysburg
- Harpers Ferry, Brunswick, Ellicott City
- Chesapeake Beach Water Park
- Smithsonian, DC
- Skyline Drive
- Wye Island
- Deep Creek Lake
- Point Lookout State Park



A collection of safety equipment including a yellow hard hat, yellow earmuffs, yellow safety glasses, and a pair of grey and white work gloves, all resting on a dark wooden plank surface.

# SAFETY

***SAFETY IS OUR BUSINESS.***  
**DON'T FORGET TO MAKE IT YOURS.**

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For safety training, contact Bill Gibb at extension 321.



# BALTIMORE OFFICE RENOVATION BEGINS!

For over 5 decades Fireline has been changing and adding to the layout of the original 1964 building on Hollins Ferry Rd. The result? Winding hallways, not enough desk space and dated infrastructure. Buildings 3 and 4 were not much better. Building 2 is our youngest on campus. The warehouse was built in 2005, and the shop was newly renovated in 2019.

We knew that we had out lived the space and a major renovation was needed. After several years of planning the time has finally come – we are fully gutting and rebuilding the office space on Hollins Ferry.

We are very excited to work with our general contractor, JC Porter on this project. A contractor that specializes in interior renovations, JC Porter has worked very efficiently while being a great communicator throughout the first month of construction.

We know it all seems very confusing so here is a rough timeline of events as they stand now. As with all construction there are a great many delays and challenges that can happen at anytime, so be prepared for this to change.

## Phase 1 – Building 1



## Phase 2 – Buildings 3 & 4



# Moving Out

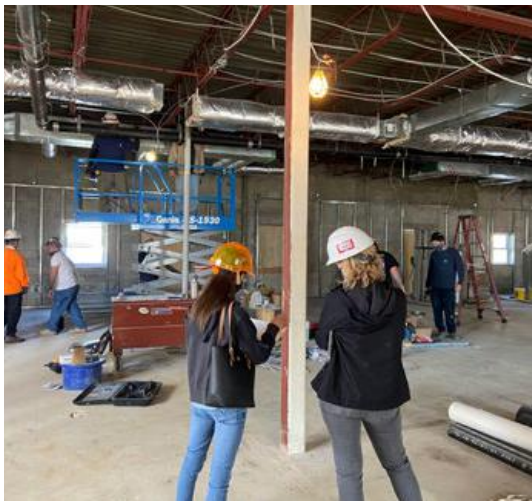
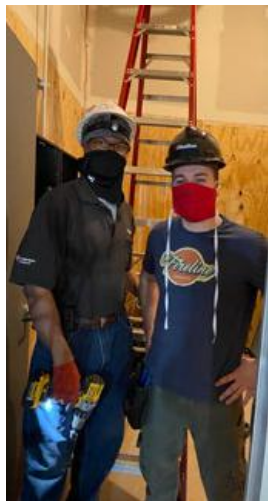
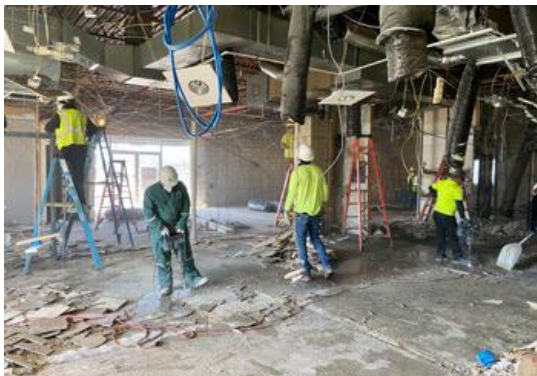
Before the construction could begin on Building 1 we had to clear everything out.

Building 1 has been continuously occupied since 1964 so you can imagine how much "stuff" had been accumulated over the years!

To clear out the furniture and leftover items we had a good old fashioned yard sale for our staff. It was a fun day of furniture moving, wall writing and donut eating.











# *Safety Incentive Program*



Jason  
Eisele

**SUPPRESSION  
SYSTEMS**

**JAN 2021**



Diego  
Soto

**SPRINKLER  
SYSTEMS**

**FEB 2021**



Daniel  
Jackson

**FIRE  
EXTINGUISHERS**

**MAR 2021**



Jeremiah  
Schluepner

**VEHICLE  
SYSTEMS**

**APR 2021**

Safety Incentive Program Award Winners have no lost time accidents.

***REMEMBER, STAY SAFE!***



**2020 - YEAR IN SAFETY REVIEW**  
**ZERO** LOSS TIME INCIDENTS  
**ZERO** INJURIES  
**THAT'S A BIG DEAL!**



# *Employee Recognition Awards*



**Thom Jarrell**

Restaurant Systems

Q1 – 2021



**Daniel Jackson**

Fire Extinguishers

Q1 – 2021



**Tori Romano**

Office Administration-Reception

Q1 – 2021



**Kenny Radke**

Systems Service

Q1 – 2021



# FINANCIAL WELLNESS in the Workplace

As a benefit to our employees, The Fireline Corporation has partnered with Planning Solutions Group, LLC.



**PSG will share their financial planning knowledge and experience with you. The following are just a few of the topics they can consult on.**

- Retirement Projections—Am I saving enough?
- Investment Guidance
- Education Planning
- Estate Planning
- Insurance Review
- Long Term Care
- Cash Flow & Budgeting
- Credit Monitoring and Debt Management
- Tax Planning
- Loss of Income Risk Assessment
- Health Savings Accounts
- Loss of Life Risk Assessment—What would happen to my family if I died?
- Elder Care
- Investment Risk and Investing
- Medicare, Medicaid, Medigap—What to take and when
- Social Security
- Rent, Buy or Refinance?

**Bobby Hewitt, CFP®**  
**bhewitt@psgplanning.com | 888-740-3501 | 301-543-6000**



# Kudos!

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Dennis Bryant, Al Riefflin, Rick Zink, Todd Everitt

**FROM A CUSTOMER**

The team that you sent this week has been doing a great job. The work looks great, and the team has offered advice/suggestions in several areas that have been an added benefit to the finished product.

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Ross Dyott, Mike Ramiro

**FROM A CUSTOMER**

Ross is indeed an asset to Fireline as well as MAA. He and Mike both take their work at MAA very seriously and treat it as if they were direct employees of MAA. Their knowledge and understanding of the Fire Protection systems and the needs of MAA as it pertains to the Fire Protection Systems is top notch. Ross and Mike do an outstanding job out there!

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Joe Parmer

**FROM A CUSTOMER**

Joe's open and collaborative manner impressed us greatly and was appreciated. He is a natural teacher that went out of his way to educate, while still being very effective and excellent in his interactions with the customers. Joe was like the Tasmanian devil spinning like a top and getting so much work done in such a short amount of time. He was under, over, up, down and everywhere in between at all three of the locations they visited. He even offered to be a point of contact for any questions in the future when he's going out and making the electrical assessments.





## Bladimir Ventura

FROM A CO-WORKER

We got a nice size job with a customer who has not historically done any business with us and they are a pretty good size EC. I met with them face to face and told them to give us a shot and that they would not regret it. It was a pretty complicated job but as expected, Bladimir took this job and ran with it. He was fast to respond and answer their many technical questions. This job went picture perfect and I am confident that Fireline will get many more opportunities with them. The success of this project solely was because of Bladimir. Thanks, Bladimir.



## John Pierce, Joe Parmer

FROM A COWORKER

I received an After Hours alert around 4:30 this morning for Chipotle. The customer set the system off and it dumped. I was able to get ahold of John. While I was doing that I Googled the address to see exactly where the customer was and they were in Forest Hill, MD. I then reached out to Joe. Joe got back to me right away, he was headed over the Bridge already for an inspection. He took over from there. John knew this was a Baltimore call but he still checked back with me to make sure I was able to get ahold of someone. Even though Joe was on his way over the bridge, he went ahead and turned around and headed to this customer to take care of the situation.

After hours for Restaurant are far and few, getting a call at 4:30 and not really having techs "on-call" and being able to get both of them to help me out was much appreciated. I really wanted to say thank you and acknowledge great team work from both John and Joe this morning.



## Angelo Santos

FROM A CUSTOMER

I work at Simply Self Storage in Park Heights. I am the store manager there and the fire alarm technician Angelo Santos was absolutely awesome! He literally stayed an extra 304 hours to make sure our system worked! Great customer service!



## Matt Williams

FROM A CUSTOMER

I have to give credit when credit is due, and it is more than an honor to have Matt on your team. [Other Fire Protection Company] who monitors the sprinkler system notified us that there was a valve with ground fault water that needed to be replaced. This valve is called a secondary flow switch. We notified Matt from Fireline to service this request. Due to Matt's honesty of what he discovered we were able to confirm with [Other Fire Protection Company] that the items were not in need of repair. His dedication and honesty helped to gain trust from our Board President who was present during our discovery. We have requested some proposals from Matt and look forward to working with you all.

---



## Fred Anders, Stephen Dreyer

FROM A COWORKER

This week we ventured down 95 into the Richmond area and down into the south west corner of Virginia into the Roanoke area. Fred mapped out all of locations and worked with Stephen to get us down there on our first inspections of those properties. Stephen went on that field trip, spent a couple of nights on the road and he efficiently and expertly performed his inspections and has identified a good size parts repair. Everything went very well and that is directly a result of Fred and Stephen's excellent work. Really solid work on these guys part and I wanted to make sure our leadership are aware.



## Danica Malone

FROM A CUSTOMER

Danica, thank you for your outstanding work in getting the panel manufacturer engaged to assist in this very unique situation that needs to be brought up to compliance. I know it's not always easy to work with other fire alarm companies, so I just want to acknowledge your exceptional and successful efforts here for BWI.

---



## Frank Chenoweth

FROM A COWORKER

Frank, you truly make FL the expert company when it comes to fire protection. Your explanation to the insurance companies request is perfect.





# Photos



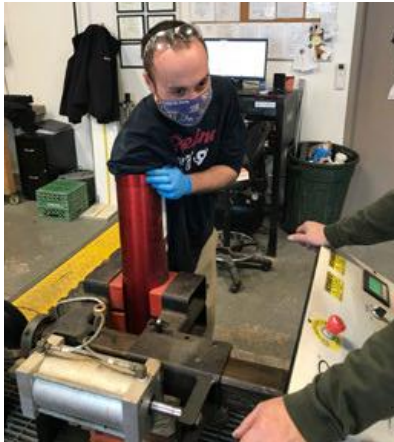
Baby Model Levi



Bill Donohue Celebrates 35 Years



Dave Gates at NASA HQ



Dr. Mitch Birthing Some Fogmaker



Fire Pump Selfie



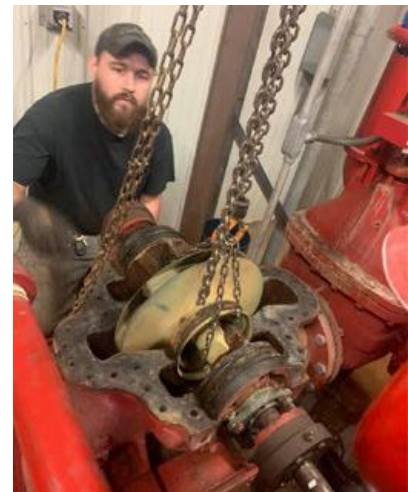
Fireline Love in an Envelope



Industrial Site



Jason S building Out a Vortex System



Mike Stewart Fire Pump Repair



# Photos



Moving THE Vault



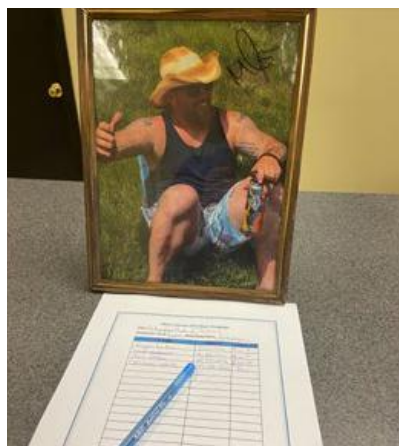
Snowy Logo Love



Office Move Helpers



Shaun Austin Modeling Our New Raincoats



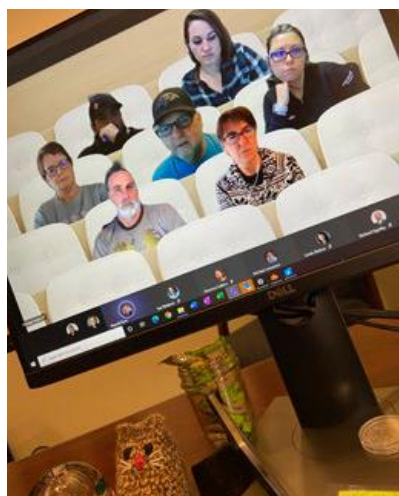
The Mark - Autographed Photo For Auction



This New Hire Seems Fishy



Tim Gott Rebuilding A Fire Pump



Virtual Management Meetings



We All Wish We Were There....



# Computer Problems?



**Relax, Zendesk provides you peace and harmony in your daily IT needs.**

Email [support@fireline.zendesk.com](mailto:support@fireline.zendesk.com) for to get your IT issues resolved.  
Your request is important and will be monitored and updated until a solutions is found.



# Happy Birthday!

## MAY

Brittney Schultheis .....	1
Jeff Brown .....	1
Matt Meyers .....	1
Robert McDermott .....	2
Brian Bartholme .....	3
Deanna White .....	7
Richard Sigethy .....	8
Bill Bonney .....	9
Steve Twain .....	15
David McKenzie .....	17
Tyler Smith .....	17
Gary Cox .....	18
Greg Smith .....	20
Eric Mayfield .....	22
Mike Stewart .....	23
Timothy Custer .....	24
Charlie Harris .....	31
John Pierce .....	31

## JULY

Elizabeth Zeledon .....	1
Shaun Austin .....	1
Antonio Scott .....	7
Billy Carter .....	7
Greg Diaz .....	8
Gary Hoddinott .....	17
Collin Creighton .....	18
Mike Ramiro .....	19
Joe Parmer .....	20
Ronald Eure .....	21
Abe Anderson .....	24
Jimmy Keedy .....	26
Angelo Santos .....	29
Chris Griffin .....	29
Jason Litten .....	29
John Mosley .....	30

## AUGUST

Anna Gavin .....	1
Anthony Campos .....	1
Daniel Jackson .....	4
Jason Swieczkowski .....	5
Joe Mooney .....	5
Hermela Solomon .....	12
Steve Clarke .....	14
Rasanjali Wisidagama .....	18
Jason Eisele .....	19
Nick Copsey .....	22
Shannon Adkins .....	22
Nicholas Dom .....	22
Gorsha Reitterer .....	25
Todd Everitt .....	28
Tom Cavin .....	28
Charlie Miskimon .....	29
Eric McCloud .....	29
Todd Bates .....	29

## JUNE

Caleb Chavis .....	1
Scott Gore .....	1
Eric Wing .....	2
Davon Bess .....	3
Johnnie Johnson .....	4
Nate English .....	8
Kelly Coon .....	9
Bill Gibb .....	12
Ike Austin .....	12
Terence Kirks .....	12
Tony Cadogan .....	15
Loren Crookshanks .....	16
Sean Weiss .....	19
Chris Troutman, SET .....	24
Bill Donohue .....	25
Ted Richter .....	25
Jason Wenger Jr. ....	25
Chris Weaver .....	28
Robin Busch .....	29
Trae Hall .....	30
Steven Gore .....	30





# Happy Anniversary!

## MAY

Davon Bess ..... 1 Years  
 Mitch D'Angelo ..... 3 Years  
 Gorsha Reitterer ..... 4 Years  
 Mike D'Angelo ..... 4 Years  
 Craig Steinbock ..... 11 Years  
 Rupert Mangal ..... 12 Years  
 Eric Robertson ..... 13 Years  
 Janet Werner ..... 15 Years  
 Albert Riefflin ..... 21 Years  
 Marty Ibbott ..... 31 Years

## JUNE

Steve Pleasant ..... 1 Years  
 Johnny Osborne ..... 1 Years  
 Deion Minor ..... 3 Years  
 Jeffrey Richards ..... 3 Years  
 Matthew Merson ..... 3 Years  
 Lisa Tiedemann ..... 3 Years  
 Eric McCloud ..... 3 Years  
 Kristi Hampton ..... 4 Years  
 Tori Cowley ..... 4 Years  
 Angela Lester ..... 5 Years  
 Stephen Dreyer ..... 6 Years  
 Mark D. Meyer ..... 7 Years  
 Guy Hornig ..... 7 Years  
 Joe Mooney ..... 12 Years  
 Chris Troutman, SET ..... 17 Years  
 David Gates ..... 19 Years  
 Anna Gavin ..... 20 Years

## JULY

Nicholas Dom ..... 1 Years  
 Kelly Keppley ..... 1 Years  
 Daniel Jackson ..... 1 Years  
 Sean Weiss ..... 1 Years  
 Jason Wenger ..... 1 Years  
 Laura Papp ..... 2 Years  
 Marvin Argueta ..... 3 Years  
 David McKenzie ..... 3 Years  
 Kyle Miller ..... 5 Years  
 Joe Murry ..... 5 Years  
 Troy Moseley ..... 6 Years  
 Nick Copsey ..... 6 Years  
 Ted Richter ..... 6 Years  
 Mike Maloy ..... 7 Years  
 Edwin Montano ..... 7 Years  
 John Mosley ..... 7 Years  
 Ken Barnhart ..... 12 Years  
 Frank Bernadzikowski .. 15 Years  
 Fawn Dyson ..... 23 Years  
 Steve Imhoff ..... 47 Years

## AUGUST

Brandon Ernest ..... 1 Years  
 Jason Wenger Jr. .... 1 Years  
 Howard Gross ..... 1 Years  
 Eric Wing ..... 2 Years  
 Anthony Campos ..... 4 Years  
 Jim Malone ..... 4 Years  
 Joe Dantoni ..... 4 Years  
 Bladimir Ventura ..... 5 Years  
 Greg Smith ..... 6 Years  
 David Krenzer ..... 9 Years  
 Richard Kavlich ..... 9 Years  
 Ross Dyott ..... 10 Years  
 Dustin Breeden ..... 10 Years  
 Debbie Lanham ..... 12 Years  
 David Taylor ..... 13 Years  
 Dwon Bess ..... 14 Years  
 Shaun Austin ..... 15 Years  
 Greg Diaz ..... 17 Years  
 Richard Sigethy ..... 17 Years  
 Tony Cadogan ..... 17 Years  
 Linda Abdow ..... 17 Years  
 Jim Handy ..... 22 Years  
 Reggie Burton ..... 27 Years  
 Steve Clarke ..... 44 Years